

# **QUAYSIDE MEDICAL PRACTICE**

## **PATIENT PARTICIPATION GROUP**

**Tuesday 2nd December 2025 @ 2pm**

### **NOTES**

**Members Present:** Paulette Lyden, Marian Stanley, Margaret Hunt, Maureen Hannington, Stephen Wood, Eileen Wood, Gill Cotter, Joan Downard, Jean Irvin, Alex Tait (Chair)

#### **1. Apologies for Absence**

Brian Joseph-Horne, Ruth Rose.

#### **2. Notes of Previous Meeting**

1. Accuracy - Agreed
2. Actions - Relevant items are on the Agenda.

#### **3. Moving Forward**

##### **1. Newhaven Health & Wellbeing Hub:**

PL reported that the practice had viewed the site a few weeks ago and the space is "huge" but lacking walls at the time, the Chapel Street surgery area was more complete. May be finished in August. Practice has had input into the interior decor etc. PPG may be able to visit the site in the New Year.

Article from the PPG about the Hub was published in Newhaven Matters but no responses as yet.

##### **2. Telephone appointments:**

MS reported that a request for a call back made late in the morning took a long time for a response, at other times call backs have been very quick.

PL responded that the two telephonists each get about 160 calls a day! Many calls ask if prescriptions are ready, these should be addressed to the pharmacy. The trial of the triage system has been successful and it is planned to make it routine, receptionist fills in the form (or done on line) and a GP triages.

Substantial proportion of triages direct to nurses or other services, only a small proportion go to GPs. The system should reduce the pressures which negatively impact staff while directing patients to the most helpful service.

##### **3. Communication with deaf patients:**

A patient reported to AT a difficulty in arranging a vaccination appointment as they were deaf and unable to use the phone and visually impaired so had problems using the web site. PL replied that the surgery can provide assistance for such patients if asked and special coding can be put on their files.

##### **4. Future meeting times: afternoon or evening?**

The group discussed the timings of future meeting and agreed that evening meetings might enable more working members to attend. As some members are reluctant to drive on dark winter evenings it was agreed that a trial "hybrid" meeting should be tried on 5th March, with the option for online attendance.

**5. PPG Network meeting report:** The Notes of the meeting held online on 27th October were circulated with the Agenda of this meeting. AT reported that a PPG funding scheme is to offer grants of £100 to £1000 towards initiatives aimed at increasing community involvement. The application process was due to open in November but no details have been received to date.

#### **4. Practice News**

**1. Staffing Update:** No changes to report.

**2. ICB redundancies:** PL reported that there will be significant ICB staff redundancies with 53% loss of posts proposed. There will be mergers of ICBs with the Sussex area increasing substantially. Some work of the existing ICBs may fall on GP practices, e.g. legal support, pharmacy support.

#### **5. Patient Stories**

2. Provider Level: a favourable experience of a referral to the breast clinic was reported as the clinic was open on Sunday and the issue resolved quickly.

#### **6. Any Other Business**

JJ asked if the practice should be on the SCDA mailing list, agreed it should and JJ was asked to contact them.

#### **Dates of next Meetings:**

The following dates were agreed:

Thursday 5th March at 6:30pm (Hybrid: at surgery and online)

Tuesday 2nd June at 6:30pm

Thursday 3rd September at 6:30pm

Tuesday 1st December at 6:30pm